



Our first care is your health care

ARIZONA HEALTH CARE COST CONTAINMENT SYSTEM

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November 14, 2003

REQUEST FOR INFORMATION
for
Consulting and Technical Services to Develop a Data Warehouse
and Decision Support System
Number YH04-0017

Dear Prospective Respondent:

The Arizona Health Care Cost Containment System (AHCCCS) is issuing this Request for Information (RFI) to determine if there is sufficient interest in competitively bidding for consulting and technical services to develop a data warehouse and decision support system for the Arizona Health Care Cost Containment System (AHCCCS). More information is contained on the following pages.

The enclosed RFI has been written to provide a basic understanding of the goals AHCCCS administration has set. The AHCCCS Administration is interested in RFI responses from a variety of sources to assist us in determining the possibility of successfully conducting a solicitation for these services. We are relying on the experience and expertise of the respondents to assist in the decision to competitively bid the services and with the development of a Request for Proposal (RFP) that they believe would best help AHCCCS meet its goals.

Questions regarding this RFI should be directed to:

Diane E. Harnisch, CPPB
Contracts and Purchasing, MD 5700
AHCCCS
701 East Jefferson Street
Phoenix Arizona 85034

Telephone: (602) 417-4094
Fax: (602) 417-5957
E-mail: deharnis@ahcccs.state.az.us

We look forward to receiving your ideas to assist us in enhancing the delivery of services in a managed care environment.

Sincerely,

Michael Veit
Contracts and Purchasing Administrator

REQUEST FOR INFORMATION

Number YH04-0017

Consulting and Technical Services to Develop a Data Warehouse and Decision Support System for AHCCCS

1. **Purpose:** The purpose of this Request for Information (RFI) is to gather and summarize information concerning consulting and technical services to develop a data warehouse and decision support system for the Arizona Health Care Cost Containment System (AHCCCS). A presentation will be made to AHCCCS management by the AHCCCS Project Leaders for consideration of establishing a project plan and budget for development of a Request for Proposal (RFP) for consultant and programming services.

2. **Introduction:**

- 2.1 The Arizona Health Care Cost Containment System (AHCCCS) is the State of Arizona's Medicaid program. When AHCCCS implemented the Pre-Paid Medical Management Information System (PMMIS) in 1991, it was the first national Medicaid Management Information System (MMIS) specifically designed to support both fee-for-service and managed care. While the PMMIS has positioned the agency to capture and process critical data necessary for the efficient day-to-day operation of a managed care program, during the past few years AHCCCS has experienced the same problems as other Medicaid states, namely lack of timely and flexible access to data for program monitoring, evaluation, and planning. These conditions have a negative impact on the effective and efficient administration of the AHCCCS Program.
- 2.2 Therefore, AHCCCS is considering issuing a Request for Proposal for a data warehouse development and decision support system to support AHCCCS health plan and fee for service data reporting and analysis. Currently, data must be reported off of the mainframe system, requiring significant programming resources for each ad hoc report, which is time consuming and resource intensive. In addition, information from other data sources cannot be integrated easily into the mainframe database.
- 2.3 AHCCCS contracts with Managed Care Organizations (MCOs), program contractors, and processes fee for service claims, which are stored on the mainframe system as encounter and claim data. AHCCCS also administers a health insurance plan for small business and does not currently have a database for the encounters of the small business data on the mainframe.

3. **Background:**

- 3.1 Encounter data from health plans and program contractors is electronically submitted to AHCCCS on a monthly basis. Claims data from AHCCCS fee for service program is also processed on the mainframe and this data is stored as claims data on the mainframe. Health Care Group is a health insurance program for small businesses; currently encounter data is not submitted to AHCCCS for this program.

- 3.2 It is the desire of AHCCCS to build and maintain a data warehouse and reporting tools to store and report all claims/encounter, financial, demographic, member services, pharmacy, ancillary, and provider data from the health plans, program contractors, and fee for service including: hospital, medical, dental, behavioral health, pharmacy benefit management (PBM) and ancillary provider data. The data architecture design and data base structure would be built by the successful contractor and transitioned to AHCCCS staff upon completion. Decision support and reporting software tools must be specified, and user and IT staff trained on how to utilize the reporting tools. The contractor would be required to provide data architecture documentation and a data dictionary. The contractor will assist in specifying system hardware scalable to meet current and future requirements. Electronic data interfaces and remote protocol call-out (RPC) interface must be specified and programmed as necessary to receive and process data from various contractor and internal databases.
 - 3.3 At a minimum, data from the most recent three years will be maintained in the data warehouse. AHCCCS currently processes approximately 37 million encounters per year and 3 million claims per year.
 - 3.4 At a minimum, AHCCCS would require licenses for twenty concurrent users of the system.
4. **RFI Response:** Assuming that AHCCCS pursues a competitive Request for Proposal (RFP) for the design, development, data architecture, data structure design, implementation, and post implementation of a data warehouse, based on the information provided, please answer the following:
 - 4.1 It is anticipated AHCCCS would require the services of a contractor that could provide data warehouse development and technical services including data architecture design and development, data dictionary development, software training, project management, electronic interface support, RPC interface design and development, data reporting tools/software, standard report development, and staff training. Please comment if, in your opinion, one contractor could provide all of these services, if portions would have to be subcontracted or if AHCCCS would have to issue more than one RFP for individual services.
 - 4.2 Please comment on what specific data warehouse development tools and reporting software may be required.
 - 4.3 Please comment on a contractor's capability to provide hosting services for a data warehouse.

- 4.4 In your opinion, what experience would you suggest a contractor have in the development of a turnkey data warehouse systems for state Medicaid programs or large health plans with various data interfaces.
- 4.5 Please provide information pertaining to the successful projects your company implemented for the implementation of decision support software for state Medicaid agencies and health plan. Include known partnerships that contributed to the success of these projects.
- 4.6 Please comment on what information you would need to be provided in a Request for Proposal concerning the development of a turnkey data warehouse.
- 4.7 Provide any information related to the availability of hardware vendors who are both capable and have been successful with your company in providing what may be required to meet AHCCCS goals for this project.
- 4.8 Please comment on what issues would be important to be addressed in a Request for Proposal concerning the data warehouse.
- 4.9 In your opinion, what would be a cost range for the implementation of a data warehouse, including the software licenses, hardware, and reporting tools.
- 4.10 In your opinion, what would be an estimated cost for on-going annual maintenance.
- 4.11 Provide any additional information which you feel may be of benefit to AHCCCS in the realization of the goals as presented.

5. How to Response:

- 5.1 Submit one hard copy of not more than ten (10) written pages and one electronic copy (Microsoft Word document preferred). Please include Company name, address and telephone number . In addition, provide the name, title, telephone and e-mail address of your organization's designated contact person for questions or clarification of your response.
- 5.2 Please submit your response not later than **5:00 PM (MST), December 3, 2003.**
- 5.3 Response should be sent to or delivered to:

Arizona Health Care Cost Containment System (AHCCCS)
Contracts and Purchasing, Mail Drop 5700
ATTN: Diane E. Harnisch, CPPB
701 East Jefferson Street
Phoenix, Arizona, 85034

6. **Confidential Information:** If respondents believe that portions of their RFI response should remain confidential, respondents shall clearly identify that portion of their response they wish to maintain as confidential and include a statement detailing the reasons that the information should not be disclosed. Such reasons shall include the specific harm or prejudice which may arise. AHCCCS Contracts personnel shall determine whether the identified information should remain confidential.
7. **Reimbursement:** AHCCCS will not reimburse any respondent for the cost of preparing and submitting a response to this RFI.